



Grievance Procedure

The Social Learning Institute, LLC is fully committed to conducting all strict conformance activities with the American Psychological Association's Ethical Principles of Psychologists. The Social Learning Institute, LLC will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and program participants' treatment. The monitoring and assessment of compliance with these standards will be the Continuing Education Committee's responsibility in consultation with the Psychology Committee, Online Professional Development Committee, the Community Relations Committee, the Programming Committee, and the Convention Committee.

While the Social Learning Institute, LLC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that may arise and require intervention and/or action on the part of the Social Learning Institute staff an officer of the Social Learning Institute, LLC. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following steps will be taken.

If the grievance concerns a speaker, the speaker's content, or the presentation style, the individual filing the grievance will be asked to put his/her comments in written format. The executive secretary will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the workshop's facilities, the Executive secretary will mediate and be the final arbitrator. If the participant requests action, the Executive secretary will:

- a) Attempt to move the participant to another workshop
- b) provide a credit for a subsequent year's workshop or
- c) provide a partial or full refund of the workshop

Actions 2b and 2c will require a written note documenting the grievance for recordkeeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the Social Learning Institute CE program specifically, the Executive secretary will attempt to arbitrate.

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